



STATE OF MICHIGAN

DEPARTMENT OF COMMUNITY HEALTH  
LANSING

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GOVERNOR

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Dear VFC Providers;

The Michigan Department of Community Health (MDCH) is using a national centralized vaccine distribution system through McKesson ([www.McKesson.com](http://www.McKesson.com)), and vaccine is being shipped directly to your office. MDCH efforts to ensure the vaccines you order are correct and arrive timely to your office have resulted in the release of a new electronic ordering system in the Michigan Care Improvement Registry (MCIR) called E-ordering.

The E-ordering system has been in development for quite some time and is currently being used by local health departments (LHDs). Beginning August 2010, Vaccines for Children (VFC) providers will start the transition to placing VFC vaccine orders in MCIR and submitting them electronically to their LHD for approval and processing.

There are many benefits to the new E-ordering system. A few include: verification of order, address and shipping information on-line, the ability to make and save a template order form that will have your routine vaccine products and provider information to be used every time you need to place an order, and a tracking system to allow providers to know what stage the order is at in the process.

There will be minimal time and training required for staff to transition to the electronic ordering system in MCIR. As you know, the Vaccine Inventory Module (VIM) in MCIR requires daily staff time to keep up with data entry, doses administered, and balancing of inventory. It is critical that you support and allow this work to be completed routinely, as it will significantly decrease the workload in the long run. The need for physical refrigerator counts to account for your vaccine will assist you with balancing your inventories and decreasing the chances of incurring a vaccine loss or waste.

There are some aspects of vaccine ordering that remain unchanged:

- **Reports Due** - Supporting documentation forms must be sent to your LHD. All orders **MUST** have all required supporting documentation to be approved.
- **Frequency of Ordering Vaccine** - You will order according to a pre-determined Tiered Ordering Frequency (TOF) approved by your LHD based on the volume of vaccine used (as compared to your *VFC Provider Profile*) plus your refrigeration storage capacity.
- **Vaccine Ordering Timeline** - MDCH suggests allowing 10-15 business days (two to three weeks) for orders to arrive once approved through the LHD. Although it may arrive sooner, knowing this will help ensure that you maintain an adequate stock of vaccines and don't risk running out. Vaccine orders from VFC providers are processed by MDCH through the LHD and transmitted to



- CDC on a daily basis (Monday - Friday). McKesson processes orders within three to five shipping days (Monday, Tuesday and Wednesday are shipping days). Only in very unique circumstances will McKesson ship vaccine on a priority basis. If your office has special handling instructions or limited delivery times, record this on your order form to ensure that vaccine is delivered within the specified time.

Prior to releasing your order to MDCH, the LHD will be monitoring and updating your provider information, and collecting and approving required supporting documentation. Once you submit your order and supporting documentation, the LHD is expected to review and analyze your temperature logs, ordering patterns, inventories, MCIR doses administered reports, and other quality assurance measures that might be unique to your practice. The LHD will contact your office if there is a problem with the documentation or order and alert you to the status of the order.

- **Vaccine Shipping** - Vaccine is shipped from the McKesson distribution center based in Memphis, TN. Primarily, FedEx and United Parcel Service (UPS) will ship the vaccine. The vaccine will be packed to maintain proper temperatures for up to 72 hours.
  - Providers are expected to open containers, inspect vaccine, and store at appropriate temperatures within two hours of the shipment being delivered.
  - When the vaccine arrives, your staff will be checking to make sure the type of vaccine, number of doses, lot numbers, and expiration dates in the box match the packing list. If there are any discrepancies, you should contact the LHD immediately.
- **Viable Vaccine that Cannot Be Used Before It Expires** – If you find that you will be unable to use a vaccine before it expires, you must contact the LHD when the vaccine has 6 months left before expiration to discuss your options. The LHD will work with you to determine the best way to use up the vaccine before it expires (redistribution, conducting recalls, etc.).
- **Frozen Vaccine Shipped from Merck**– Varicella is shipped directly from Merck, not McKesson. Providers should allow 4 to 6 weeks for frozen vaccine delivery.

In the next few months you will be contacted to begin your transition to E-ordering. In the meantime, if your office has questions regarding the VFC Program and E-ordering, please contact your LHD.

MDCH is truly grateful for your dedication and commitment to the VFC Program. We appreciate your patience and cooperation in this transition to E-ordering.

Sincerely,



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cc: Local Health Departments  
MDCH Immunization Staff